

APPENDIX 10 – DISCONTINUED PERFORMANCE INDICATORS

<p align="center">Performance Statement Discontinued Performance Indicators</p>								
<p><i>Long-Term Objective 1.2</i></p>								
<p>SBA Programs Output Measures</p>		<p>FY 2001 Actual</p>	<p>FY 2002 Actual</p>	<p>FY 2003 Actual</p>	<p>FY 2004 Actual</p>	<p>FY2005 Actual</p>	<p>FY 2005 Goal</p>	<p>Justification</p>
<p>National Ombudsman</p>	<p>Bi-lingual Reg Fair Hearings (number)</p>	N/A	N/A	N/A	2	2	2	<p>These indicators were consolidated into one indicator named Regulatory assistance meetings. Previous indicators had a granularity that it was not required for their use as a management tool.</p>
	<p>Inter-Agency meetings (number)</p>	N/A	N/A	N/A	2	2	2	
	<p>Reg Fair Board Meetings (number)</p>	N/A	N/A	N/A	5	5	5	
	<p>Reg Fair Hearings & Roundtables (number)</p>	N/A	N/A	N/A	18	17	18	
	<p>Special Competitive Opportunity Gaps Meetings (number)</p>	N/A	N/A	N/A	15	13	10	

Performance Statement Discontinued Performance Indicators

Long-Term Objective 1.5

SBA Programs Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Business Gateway	1.5.1 Achieve a savings for businesses through the creation, operation and maintenance of the Business.gov, a "one-stop" interAgency, intergovernmental Web portal containing information on government programs, services, forms and compliance assistance for business. (\$ million).	N/A	UNAVAIL.	N/A	UNAVAIL.	56.0	This metric is being refined to be measured in a more accurate way since the aggregate cost savings of all of the functionality of business.gov cannot be accurately measured. A more useful metric is being explored
	1.5.2 Achieve savings by reducing the unnecessary paperwork burden on small businesses, by creating a web portal by which they can find all relevant government -to-business and government-to-citizen forms online in one location. (\$ million)	160,000	UNAVAIL.	N/A	UNAVAIL.	123.7	This metric is being refined because the dollar impact on the small businesses may be impossible to quantify. A more useful customer satisfaction metric is being explored
	1.5.3 Achieve savings through the deployment of electronic tools to facilitate compliance with government laws and regulations. (\$ million).	20.0	21.0	N/A	UNAVAIL.	123.7	This metric is being refined for better measurement because the dollar impact on the small businesses may be impossible to quantify. A more useful customer satisfaction metric is being explored.
Business Gateway	Time Saved	N/A	N/A	N/A	UNAVAIL.	350,000	In FY2005, the project has recognized that the total time savings is not an accurate measurement to gauge the success of the project. Therefore, the output is non-applicable and a revised output will be measurable with a documented source in the following years
	Visitors per month (000)	170	250	140	UNAVAIL.	300	While this number is good to show users on the site it is not measured precisely to give enough feedback about the utility of the site. The revised output will be clearly measurable with a documented source.

Performance Statement Discontinued Performance Indicators							
Long-Term Objective 1.5							
SBA Programs Output Measures	FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification	
Business Gateway	Time saved in locating relevant government information and forms (hours)	N/A	N/A	N/A	UNAVAIL.	350,000	In FY2005, the project has recognized that the total time savings is not an accurate measurement to gauge the success of the project. Therefore, the output is non-applicable and a revised output will be measurable with a documented source in the following years.
	Visitors per month (000)	170	250	140	UNAVAIL.	300	While this number is good to show users on the site it is not measured precisely to give enough feedback about the utility of the site. The revised output will be clearly measurable with a documented source.
	Reduced costs to businesses and regulatory agencies (\$ million)	20	21	N/A	UNAVAIL.	123.7	While it was the original intention of the Business Gateway to quantify the site's impact for businesses in dollars, over time it became clear that the aggregate cost savings of all of the functionality of business.gov cannot be accurately measured. In order to determine true cost savings, actual labor costs of all the individuals saving time by utilizing business.gov would need to be known. Due to the challenges of obtaining accurate financial information from businesses, the initiative made the decision to choose metrics that are more accurate and can be readily obtained so that progress can be realistically evaluated and value to the end-user more clearly determined.
	Total Time Saved	N/A	N/A	N/A	UNAVAIL.	350,000	In FY2005, the project has recognized that the total time savings is not an accurate measurement to gauge the success of the project. Therefore, the output in non-applicable and a revised output will be measurable with a documented source in the following years.
	Visitors per month (000)	170	250	140	UNAVAIL.	300	While this number is good to show users on the site it is not measured precisely to give enough feedback about the utility of the site. The revised output will be clearly measurable with a documented source.
	Total Cost Reduction Assistance	20.0	21.0	N/A	UNAVAIL.	123.7	While it was the original intention of the Business Gateway to quantify the site's impact for businesses in dollars, over time it became clear that the aggregate cost savings of all of the functionality of business.gov cannot be accurately measured. In order to determine true cost savings, actual labor costs of all the individuals saving time by utilizing business.gov would need to be known. Due to the challenges of obtaining accurate financial information from businesses, the initiative made the decision to choose metrics that are more accurate and can be readily obtained so that progress can be realistically evaluated and value to the end-user more clearly determined.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 1.6

GOVERNMENT CONTRACTING / BUSINESS DEVELOPMENT

SBA Programs Output Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Prime Contracting Assistance	Agencies mid-year reviewed for goal compliance (number)	N/A	22	22	0 ^a	22	Although SBA has discontinued this indicator,SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed
	Monthly reviews conducted for targeted agencies (number)	N/A	N/A	N/A	0 ^a	5	Although SBA has discontinued this indicator,SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed.
	Surveillance reviews conducted of procurement activities (number)	N/A	18	24	6	6	The performance indicator has changed to reflect meaningful and measurable results that are simplified. WhileSBA will continue to track progress on this activity on a quarterly basis, it is not necessarily identified in the PAR as an SBA program output.
	Increase number of procurements above the bundling threshold reviewed (Percentage)	N/A	N/A	N/A	N/A	TBD	SBA is required to review all procurements above the simplified acquisition threshold; output results will be captured under the current indicator for “increasing the number of PRs reviewed.”
Business Mathmaking	Events held (number)	1	3	9	9	9	The performance indicator has changed to reflect meaningful and measurable results for small business. WhileSBA will continue to conduct and track progress on this activity on a quarterly basis, it is not necessarily identified in the PAR as an SBA program output.

a. This data is dependent on prime achievement reports. As no reports were prepared, data was not available.

Performance Statement Discontinued Performance Indicators							
<i>Long-Term Objective 1.6</i>							
GOVERNMENT CONTRACTING / BUSINESS DEVELOPMENT							
SBA Programs Immediate Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Prime Contracting Assistance	Increase goal achievement at five of the lowest performing Women-Owned Federal procuring agencies (percentage)	N/A	N/A	N/A	0 ^a	3.0%	Although SBA has discontinued this indicator, the Agency will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed. This will be one of the factors used to select the five lowest performing Federal procuring agencies targeted by the SBA.
	Increase goal achievement at five of the lowest performing Service Disabled Veteran-Owned Federal procuring agencies (percentage)	N/A	N/A	N/A	0 ^a	3.0%	Although SBA has discontinued this indicator, SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed. This will be one of the factors used to select the five lowest performing Federal procuring agencies targeted by the SBA.

a. This data is dependent on prime achievement reports. As no reports were prepared, data was not available.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 1.6

Government Contracting / Business Development

SBA Programs Immediate Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Prime Contracting Assistance	Increase goal achievement at five of the lowest performing HUBZone Federal procuring agencies (percentage)	N/A	N/A	N/A	0 ^a	3.0%	Although SBA has discontinued this indicator, SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed. This will be one of the factors used to select the five lowest performing Federal procuring agencies targeted by the SBA.
	Increase goal achievement at five of the lowest performing Small Disadvantaged Businesses Federal procuring agencies	N/A	N/A	N/A	0 ^a	3.0%	Although SBA has discontinued this indicator, SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed. This will be one of the factors used to select the five lowest performing Federal procuring agencies targeted by the SBA.
	Commercialization Rate (percentage) SBIR	41%	42%	0	39.0%	44.0%	This indicator is discontinued because the SBA has no control over the award of SBIR awards.
SBA Programs Immediate Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Subcontracting Assistance	Increase goal achievement at five of the lowest performing Women-Owned Federal procuring agencies (percentage)	N/A	N/A	N/A	0 ^a	3.0%	The performance indicator has changed to reflect meaningful and measurable results that are simplified. While SBA will continue to track progress on this activity on a quarterly basis, it is not necessarily identified in the PAR as an SBA program output.
	Increase goal achievement at five of the lowest performing Service Disabled Veteran-Owned Federal procuring agencies (percentage)	N/A	N/A	N/A	0 ^a	3.0%	Although SBA has discontinued this indicator, SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed. This will be one of the factors used to select the five lowest performing Federal procuring agencies targeted by the SBA.
	Increase goal achievement at five of the lowest performing HUBZone Federal procuring agencies (percentage)	N/A	N/A	N/A	0 ^a	3.0%	Although SBA has discontinued this indicator, SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System’s technical issues are fully addressed. This will be one of the factors used to select the five lowest performing Federal procuring agencies targeted by the SBA.

a. This data is dependent on prime achievement reports. As no reports were prepared, data was not available.

Performance Statement Discontinued Performance Indicators							
<i>Long-Term Objective 1.6</i>							
Government Contracting / Business Development							
SBA Programs Immediate Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Prime Contracting Assistance	Increase goal achievement at five of the lowest performing Small Disadvantaged Businesses Federal procuring agencies (percentage)	N/A	N/A	N/A	0 ^a	3.0%	Although SBA has discontinued this indicator, SBA will continue to track participation levels at each Agency on a quarterly basis through a new methodology that uses the Federal Procurement Data System—Next Generation once the System's technical issues are fully addressed. This will be one of the factors used to select the five lowest performing Federal procuring agencies targeted by the SBA.
SDB	Reduce application processing period (days)	N/A	N/A	45	45	45	SBA is discontinuing this performance indicator because SBA no longer needs to concentrate on this efficiency since the Agency not only met our goal, but exceeded it.

a. This data is dependent on prime achievement reports. As no reports were prepared, data was not available.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.1

SBA Programs Output Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Capital Access							
SBIC Program	Financings (number)	1,178	1,364	1,160	1,110	1,350	The Investment Division proposes to replace most of its indicators for the SBIC program with a single indicator relating to the number of small businesses assisted relative to ESBs, SSBs and COGs. We believe that is a more comprehensive indicator that directly measures the impact of the program in the specific markets. Two of the above indicators (Equity Financing and % SSB Assisted) are more derivative measures that relate to the number of businesses assisted. However, they lack the completeness of the proposed indicator.
	Value of financings (\$ million)	848	848	790	984	840	Same as above
Entrepreneurial Development							
SCORE	Online users counseled online (number)	68,634	83,157	90,791	UNAVAIL.	71,071	The number of Clients Counseled and the Number of Online Users Counseled Online have been consolidated and represented in the number of Clients Counseled. The indicator Online Users Counseled Online has been discontinued.
SBTN	Online users taking online courses (number)	147,680	488,922	660,965	UNAVAIL.	528,777	The Office of Entrepreneurial Development is only counting clients that registered for qualified courses. We will continue to track users as "information transfers," but not as clients.
SBA Programs Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Capital Access							
Prime Technical Assistance	SSB assisted	N/M	N/M	N/M	N/M	N/M	The performance indicator for this program will not be tracked; therefore the performance indicator has been discontinued.
Program Offices							
Microloan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Currently, SBA is not able to track % Customer Satisfaction for these indicators. No known work is currently being done for these indicators. LTO 2.1 previously reported "Customer Satisfaction". However, the indicator is being tracked only for technical assistance programs: SCORE, SBDC, and WBC. The indicator is currently not being tracked for 7(a) Loans, 504 Loans, SBIC, and Microloans.
7(a) Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above
504 Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above
SBIC Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above
Prime Technical Assistance	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above
BIC	% Customer Satisfaction	N/A	90%	TBD	N/A	TBD	Same as above
NAO	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above

Performance Statement Discontinued Performance Indicators							
Long-Term Objective 2.1							
DISTRICT OFFICES							
SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Capital Access							
7(a) Loan Program	Loans approved (number)	13,427	15,588	20,631	29,587	19,055	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms
504 Loan Program	Loans approved (number)	989	1,321	1,460	1,290	1,200	Same as above
Microloan Program	Loans approved (number)	1,040	1,118	1,022	948	N/A	Same as above
7(a) Loan Program	SSB assisted	13,427	15,588	20,631	29,587	19,055	Same as above
504 Loan Program	SSB assisted	989	1,321	1,460	1,290	1,200	Same as above
Microloan Program	SSB assisted	1,040	1,118	1,022	948	N/A	Same as above
7(a) Loan Program	% SSB assisted	26.0%	23.2%	25.4%	31.4%	25.3%	Same as above
504 Loan Program	% SSB assisted	18.0%	19.2%	17.5%	14.4%	15.0%	Same as above
Microloan Program	% SSB assisted	40.3%	45.8%	42.6%	38.9%	N/A	Same as above
7(a) Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Currently, SBA is not tracking % Customer Satisfaction for these indicators. Methodology is being or will be developed for the various programs. Currently, customer satisfaction is only tracked for SCORE, SBDC, and WBC. Additionally, the indicator will be tracked for the following programs during FY 2006: 7(a) loans, 504 loans, Microloans and SBIC.
504 Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above
Microloan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above
Microloan Program	Small businesses receiving technical assistance (number)	N/A	N/A	1,022	N/A	N/A	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.1

DISTRICT OFFICES

SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Entrepreneurial Development							
SCORE	Attendees trained (number)	99,541	114,811	110,930	104,251	77,028	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.
	Clients counseled (number)	265,902	278,866	273,067	237,795	179,732	Same as above
SBDC	Attendees trained (number)	234,100	249,035	274,373	274,558	264,201	Same as above
	Clients counseled (number)	163,197	170,361	171,034	154,357	148,204	Same as above
WBC	Attendees trained (number)	44,051	51,380	64,024	81,798	49,458	Same as above
	Clients counseled (number)	24,547	33,910	34,146	38,092	26,378	Same as above
BIC	Clients counseled (number)	135,951	148,948	149,643	N/A	N/A	Same as above
SCORE	SSB assisted	365,443	393,677	383,997	342,046	256,760	Same as above
SBDC	SSB assisted	397,297	419,396	445,407	428,915	412,405	Same as above
WBC	SSB assisted	68,598	85,290	98,170	119,890	75,836	Same as above
BIC	SSB assisted	135,951	148,948	149,643	N/A	N/A	Same as above
NAO	SSB assisted	N/A	N/A	UNAVAIL.	UNAVAIL.	UNAVAIL.	Same as above
SCORE	% SSB assisted	83%	83%	83%	83%	TBD	Same as above
SBDC	% SSB assisted	61%	61%	61%	61%	TBD	Same as above
WBC	% SSB assisted	80%	80%	80%	80%	TBD	Same as above
BIC	% SSB assisted	90%	90%	90%	90%	N/A	Same as above
SCORE	% Customer Satisfaction	83.0%	83.0%	89.0%	72.1%	90.0%	Same as above
SBDC	% Customer Satisfaction	87.5%	N/A	TBD	75.4%	89.0%	Same as above
WBC	% Customer Satisfaction	N/A	90%	TBD	89.5%	TBD	Same as above
BIC	% Customer Satisfaction	N/A	90%	TBD	N/A	TBD	Same as above
NAO	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above

Performance Statement							
Discontinued Performance Indicators							
Long-Term Objective 2.2							
Capital Access							
SBA Programs Output Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Prime Contracting Assistance	Not measured (N/M)	N/M	N/M	N/M	N/M	N/M	The performance indicator for this program will not be tracked; therefore the performance indicator has been discontinued.
SBIC	Value of financings (\$ million)	1,810	1,620	UNAVAIL.	1,911	1,960	The Investment Division proposes to replace most of its indicators for the SBIC program with a single indicator relating to the number of small businesses assisted relative to ESBs, SSBs and COGs. We believe that is a more comprehensive indicator that directly measures the impact of the program in the specific markets. Two of the above indicators (Equity Financing and % SSB Assisted) are more derivative measures that relate to the number of businesses assisted. However, they lack the completeness of the proposed indicator.
	Financings (number)	2,826	3,469	3,302	2,880	3,000	Same as above.
	Licenses issued (number)	41	36	37	20	35	License Examinations are part of the regulatory oversight exercised by the Investment Division but do not measure the impact of the program and its contribution to the LTO. For internal management purposes we will monitor this measure.
NMVC	Value of financing (\$ million)	0.5	2.7	9.7	7.0	11.0	The Investment Division proposes to replace most of its indicators for the NMVC program with a single indicator relating to the number of small businesses assisted relative to ESBs, SSBs and COGs. SBA believes that is a more comprehensive indicator that directly measures the impact of the program in the specific markets. Two of the above indicators (Equity Financing and % SSB Assisted) are more derivative measures that relate to the number of businesses assisted. However, they lack the completeness of the proposed indicator.
	Operational assistance (\$ million)	0.5	1.3	1.9	1.0	4.0	Same as above.
	Small businesses financed in low-income census track (number)	N/A	N/A	TBD	19	TBD	Same as above.
	Financing in low-income census track (number)	N/A	N/A	TBD	21	TBD	Same as above.
Surety Bonds	Bonds guaranteed (number)	7,372	8,974	7,803	5,678	9,680	In FY2005 PAR this indicator was split into Final Bond Guaranteed and Bid Bond Guaranteed. SBA believes these two new indicators should better measure the impact of the program. The indicator will only be tracked under Procurement Assistance.
HUBZone	Training to small businesses leaving the program (number)	N/A	N/A	N/A	UNAVAIL.	TBD	Legislation passed during the past fiscal year continued the certification of all HUBZone firms until the reporting and evaluation of 2010 census data. Therefore, the anticipated exit of firms did not occur and there was no need for transitional training.
	HUBZone small businesses certified annually (number).	2,786	2,338	2,294	UNAVAIL.	2,200	These two indicators have been combined to a single indicator entitled: Program Certification Actions. The two goals were combined because both are certification process actions that represent similar customer input requiring comparable program office analysis and evaluation.
	Program recertification actions (number)	N/A	N/A	N/A	752	3,500	Same as above.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.2

Capital Access							
SBA Programs Output Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
8(a) Program	Applications screening (days)	N/A	N/A	15	7	14	BD is discontinuing this performance indicator because we no longer need to concentrate on this efficiency since we not only met our goal, but exceeded it.
	Net number of small businesses certified	N/A	N/A	518	779	550	Same as above.
SCORE	Online users counseled online (number)	N/A	N/A	18,596	15,773	14,557	The number of Clients Counseled and the Number of Online Users Counseled Online have been consolidated and represented in the number of Clients Counseled. The indicator Online Users Counseled Online has been discontinued
SBTN	Online users taking online courses (number)	60,320	199,701	289,888	96,344	215,976	The Office of Entrepreneurial Development is only counting clients that registered for qualified courses. We will continue to track users as "information transfers," but not as clients
Government Contracting / Business Development							
HUBZone Program	Federal contract dollars awarded	0.71%	N/A	N/A	UNAVAIL.	3.00%	In order for this indicator to be tracked, the Federal Procurement Data System needs to provide timely data. SBA is working to remedy this problem.
SBA Programs Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Capital Access							
Prime Technical Assistance	ESB assisted	N/M	N/M	N/M	N/M	N/M	The performance indicator for this program will not be tracked; therefore the performance indicator has been discontinued
Program Offices							
7(a) Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Currently, SBA is not tracking % Customer Satisfaction for these indicators. Methodology is being or will be developed for the various programs. Currently, customer satisfaction is only tracked for SCORE, SBDC, and WBC. Additionally, the indicator will be tracked for the following programs during FY 2006: 7(a) loans, 504 loans, Microloans and SBIC
504 Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
Microloans	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
International Trade	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
NMVC	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
Surety Bonds	% Customer Satisfaction	N/A	90%	TBD	N/A	TBD	Same as above.
International Trade	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
HUBZone	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
7(j) Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
BIC	% Customer Satisfaction	N/A	90.0%	N/A	N/A	N/A	Same as above.
DFWP	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
NAO	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
8(a) Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.

Performance Statement Discontinued Performance Indicators							
Long-Term Objective 2.2							
DISTRICT OFFICES							
SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Capital Access							
7(a) Loan Program	Loans approved (number)	38,239	51,718	60,502	66,313	56,235	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.
504 Loan Program	Loans approved (number)	4,491	5,542	6,897	7,904	6,800	Same as above.
Microloans	Loans approved (number)	1,542	1,324	1,377	1,488	N/A	Same as above.
International Trade	Loans approved (number)	468	1,503	2,242	2,335	2,029	Same as above.
	Lenders trained (number)	N/A	N/A	2,505	3,373	2,550	Same as above.
	Export sales financing (\$ million)	616	668	924	761	750	Same as above.
Surety Bonds	Bonds guaranteed (number)	7,372	8,974	7,803	5,678	9,680	Same as above.
7(a) Loan Program	ESB assisted	38,239	51,718	60,502	66,313	56,235	Same as above.
504 Loan Program	ESB assisted	4,491	5,542	6,897	7,904	6,800	Same as above.
Microloans	ESB assisted	1,542	1,324	1,377	1,488	N/A	Same as above.
International Trade	ESB assisted	468	1,503	2,242	2,335	2,029	Same as above.
Surety Bonds	ESB assisted	7,372	8,974	7,803	5,678	9,680	Same as above.
7(a) Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
504 Loan Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
Microloans	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
International Trade	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
Surety Bonds	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
Microloans	Hours technical assistance (number)	124,008	105,693	16,873	17,096	N/A	Same as above.
	Small businesses receiving technical assistance (number)	N/A	N/A	1,377	1,488	N/A	Same as above.
International Trade	Attendees trained (number)	N/A	N/A	1,292	6,143	1,400	Same as above.
	Clients counseled (number)	N/A	N/A	3,250	3,788	3,500	Same as above.
	Counseling hours (number)	N/A	N/A	N/A	N/A	TBD	Same as above.
	Training hours (number)	N/A	N/A	N/A	N/A	TBD	Same as above.
Government Contracting / Business Development							
HUBZONE	Training to small businesses leaving the program (number)	N/A	N/A	N/A	N/A	TBD	Same as above.
	Training to newly designated HUBZone Communities (number)	N/A	N/A	N/A	N/A	TBD	Same as above.
7(j) Program	Face-to-face training	N/A	N/A	5,776	2,107	2,000	Same as above.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.2

SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Entrepreneurial Development							
SCORE	Attendees trained (number)	20,388	23,516	22,721	21,353	15,777	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms
	Clients counseled (number)	54,462	57,117	55,929	48,705	36,812	Same as above.
SBDC	Attendees trained (number)	149,670	159,219	175,419	175,537	168,915	Same as above.
	Clients counseled (number)	104,339	108,920	109,350	98,687	94,754	Same as above.
WBC	Attendees trained (number)	11,013	12,845	16,006	20,449	11,885	Same as above.
	Clients counseled (number)	6,137	8,477	8,536	9,523	6,594	Same as above.
BIC	Clients counseled (number)	14,666	16,550	16,627	N/A	N/A	Same as above.
DFWP	Small businesses establishing drug-free workplace programs (number)	1,365	1,500	1,075	1,029	330	Same as above.
	Total number of small business clients educated about benefits	N/A	11,873	19,400	11,800	6,500	Same as above.
Microloans	ESB assisted	N/A	N/A	1,377	1,488	N/A	Same as above.
International Trade	ESB assisted	N/A	N/A	1,292	9,931	1,400	Same as above.
7(j) Program	ESB assisted	N/A	3,000	4,000	2,107	2,000	Same as above.
SCORE	ESB assisted	65,949	78,584	83,052	70,058	52,589	Same as above.
SBDC	ESB assisted	237,764	247,343	276,184	274,224	263,669	Same as above.
WBC	ESB assisted	12,153	17,708	21,961	29,972	18,479	Same as above.
BIC	ESB assisted	14,215	15,106	16,550	N/A	N/A	Same as above.
DFWP	ESB assisted	1,671	1,500	1,550	1,029	330	Same as above.
NAO ^a	ESB assisted	N/A	N/A	UNAVAIL.	UNAVAIL.	UNAVAIL.	Same as above.
Microloans	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
International Trade	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
HUBZone	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
7(j) Program	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
SCORE	% Customer Satisfaction	83.0%	83.0%	89.0%	69.1%	90.0%	Same as above.
SBDC	% Customer Satisfaction	87.5%	UNAVAIL.	TBD	78.6%	89.0%	Same as above.
WBC	% Customer Satisfaction	UNAVAIL.	80.0%	94.0%	92.1%	81.6%	Same as above.
BIC	% Customer Satisfaction	N/A	90.0%	N/A	N/A	N/A	Same as above.
DFWP	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.
NAO	% Customer Satisfaction	N/A	N/A	TBD	N/A	TBD	Same as above.

a. NAO—Native American Affairs Office

Performance Statement Discontinued Performance Indicators							
<i>Long-Term Objective 2.2</i>							
SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Capital Access							
Surety Bonds	Bonds guaranteed (number)	7,372	8,974	7,803	5,678	9,680	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms
Government Contracting / Business Development							
HUBZONE	HUBZone small businesses certified annually (number).	2,786	2,338	2,294	2,200	2,200	Same as above.
	Program examinations completed (number)	N/A	N/A	505	500	575	Same as above.
	Program recertification actions (number)	N/A	N/A	N/A	5,600	3,500	Same as above.
8(a) Program	Small businesses participating at year end (number)	7,000	7,543	7,553	8,215	7,350	Same as above.
	Applications screening (days)	N/A	N/A	15	7	14	Same as above.
	Application processing (days)	N/A	N/A	45	36	45	Same as above.
	Net number of small businesses certified	N/A	N/A	518	779	550	Same as above.
Surety Bonds	ESB assisted	7,372	8,974	7,803	5,678	9,680	Same as above.
HUBZone	ESB assisted	2,786	2,338	2,294	2,200	2,200	Same as above.
8(a) Program	ESB assisted	7,000	7,543	7,553	9,458	7,350	Same as above.
Surety Bonds	% Customer Satisfaction	N/A	N/A	TBD	UNAVAIL.	TBD	Same as above.
HUBZone	% Customer Satisfaction	N/A	N/A	TBD	UNAVAIL.	TBD	Same as above.
8(a) Program	% Customer Satisfaction	N/A	N/A	TBD	UNAVAIL.	TBD	Same as above.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.3

Capital Access

SBA Programs Output Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
SBIC	SBIC Financing (\$ million)	N/A	189.7	UNAVAIL.	182	225	The Investment Division proposes to replace most of its indicators for the SBIC program with a single indicator relating to the number of small businesses assisted relative to ESBs, SSBs and COGs. We believe that is a more comprehensive indicator that directly measures the impact of the program in the specific markets. Two of the above indicators (Equity Financing and % SSB Assisted) are more derivative measures that relate to the number of businesses assisted. However, they lack the completeness of the proposed indicator.
	Financings (number)	N/A	N/A	UNAVAIL.	523	UNAVAIL.	Same as above.
	Small businesses financed in low-income census track (number)	N/A	N/A	UNAVAIL.	UNAVAIL.	UNAVAIL.	Same as above.
	Financing in low-income census track (number)	N/A	N/A	UNAVAIL.	UNAVAIL.	UNAVAIL.	Same as above.
NMVC	Value financing (\$ million)	0.5	2.7	9.7	6.0	11	The Investment Division proposes to replace most of its indicators for the NMVC program with a single indicator relating to the number of small businesses assisted relative to ESBs, SSBs and COGs. SBA believes that is a more comprehensive indicator that directly measures the impact of the program in the specific markets. Two of the above indicators (Equity Financing and % SSB Assisted) are more derivative measures that relate to the number of businesses assisted. However, they lack the completeness of the proposed indicator
	Operational Assistance (\$ million)	0.5	1.3	2.0	1.0	4.0	Same as above.
	Small businesses financed in low-income census track (number)	N/A	N/A	UNAVAIL.	19.0	UNAVAIL.	Same as above.
	Financing in low-income census track (number)	N/A	N/A	UNAVAIL.	21.0	UNAVAIL.	Same as above.

Performance Statement Discontinued Performance Indicators							
<i>Long-Term Objective 2.3</i>							
Capital Access							
SBA Programs Output Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Surety Bonds	Bonds guaranteed (number)	2,105	3,381	2,179	1,461	3,725	In FY2005 PAR this indicator was split into Final Bond Guaranteed and Bid Bond Guaranteed
International Trade	Training hours (number)	N/A	N/A	N/A	N/A	TBD	Virtually all of SBA's small business international trade training, counseling and financing is performed by field representatives located in the U.S. Export Assistance Centers around the U.S. They provide technical assistance (in some manner, in person or by phone) all day, every day, and it is impossible to capture or record each and every minute or hour of discussion and/or training, whether the counseling or training was presented one-on-one or in a group environment, such as classrooms, conferences and/or seminars. At present, there is no electronic data system in place whereby such T/A data can be input, collated and/or retrieved. Hence, there is no source of data or ability to validate international trade T/A activities.
	Counseling hours (number)	N/A	N/A	N/A	N/A	TBD	Same as above.
Prime Technical Assistance	Not Measured (N/M)	N/M	N/M	N/M	N/M	N/M	The performance indicator for this program will not be tracked; therefore the performance indicator has been discontinued.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.3

SBA Programs Output Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Entrepreneurial Development							
SCORE	Online users counseled online (number)	N/A	N/A	N/A	N/A	N/A	The number of Clients Counseled and the Number of Online Users Counseled Online have been consolidated and represented in the number of Clients Counseled. The indicator Online Users Counseled Online has been discontinued.
SBTN	Online users taking online courses (number)	N/A	N/A	N/A	N/A	N/A	The Office of Entrepreneurial Development is only counting clients that registered for qualified courses. We will continue to track users as "information transfers," but not as clients
Government Contracting / Business Development							
HUBZone	Training to small businesses leaving the program (number)	N/A	N/A	N/A	N/A	TBD	Legislation passed during the past fiscal year continued the certification of all HUBZone firms until the reporting and evaluation of 2010 census data. Therefore, the anticipated exit of firms did not occur and there was no need for transitional training.
	HUBZone small businesses certified annually (number)	2,786	2,338	2,294	UNAVAIL.	2,200	These two indicators have been combined to a single indicator entitled: Program Certification Actions
	Program recertification actions (number)	N/A	N/A	N/A	752	3,500	Same as above.
8(a) Program	Small businesses awarded contracts (number)	N/A	N/A	N/A	N/A	N/A	SBA is discontinuing this performance indicator because we no longer need to concentrate on this efficiency since we not only met our goal, but exceeded it.
	Applications screening (days)	N/A	N/A	15	7	14	Same as above.
	Net number of small businesses certified	N/A	N/A	518	779	550	Same as above.

Performance Statement Discontinued Performance Indicators							
<i>Long-Term Objective 2.3</i>							
SBA Annual Immediate Outcome Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Government Contracting / Business Development							
HUBZone	Federal contract dollars awarded (percentage)	N/A	N/A	N/A	N/A	UNAVAIL.	In order for this indicator to be tracked, the Federal Procurement Data System needs to provide timely data. SBA is working to remedy this problem.
8(a) Program	Small businesses awarded contracts (number)	N/A	N/A	N/A	N/A	N/A	SBA is discontinuing this performance indicator because we no longer need to concentrate on this efficiency since we not only met our goal, but exceeded it.
	Applications screening (days)	N/A	N/A	15	7	14	Same as above.
	Net number of small businesses certified	N/A	N/A	518	779	550	Same as above
Capital Access							
HUBZone	Federal contract dollars awarded (percentage)	N/A	N/A	N/A	N/A	UNAVAIL.	In order for this indicator to be tracked, the Federal Procurement Data System needs to provide timely data. SBA is working to remedy this problem.
Prime Technical Assistance	COGS assisted	N/M	N/M	N/M	N/M	N/M	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.
Entrepreneurial Development							
NAO	COGs assisted	N/A	N/A	UNAVAIL.	UNAVAIL.	UNAVAIL.	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.3

DISTRICT OFFICES

SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
Capital Access							
7 (a) Loan Program	Loans approved (number)	28,857	41,605	60,787	74,307	46,847	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.
504 Loan Program	Loans approved (number)	3,004	3,962	6,207	6,853	4,257	Same as above.
Microloan Program	Loans approved (number)	2,221	2,073	1,936	1,833	N/A	Same as above.
International Trade	Loans approved (number)	N/A	1,477	1,929	2,288	2,100	Same as above.
	Value Export sales financing (\$)	N/A	373,059	467,949	682,175	508,200	Same as above.
Surety Bonds	Bonds guaranteed (number)	2,105	3,962	2,179	1,461 ^a	3,725	Same as above.
7(a) Loan Program	COGs assisted	28,857	41,605	60,787	74,307	46,847	Same as above.
504 Loan Program	COGs assisted	3,004	3,962	6,207	6,853	4,257	Same as above.
Microloan Program	COGs assisted	2,221	2,073	1,936	1,833	N/A	Same as above.
International Trade	COGs assisted	N/A	1,477	1,929	2,288	2,100	Same as above.
Surety Bonds	COGs assisted	2,105	3,962	2,179	1,461 ^a	3,725	Same as above.
Microloan Program	Hours of technical assistance (number)	N/A	N/A	UNAVAIL.	23,389	N/A	Same as above.
	Small businesses receiving technical assistance (number)	N/A	N/A	UNAVAIL.	1,833	N/A	Same as above.
International Trade	Attendees trained (number)	N/A	N/A	1,292	UNAVAIL.	1,400	Same as above.
	Clients counseled (number)	N/A	N/A	3,250	UNAVAIL.	3,500	Same as above.
	Training hours (number)	N/A	N/A	N/A	UNAVAIL.	TBD	Same as above.
	Counseling hours (number)	N/A	N/A	N/A	UNAVAIL.	TBD	Same as above.
	Lenders trained (number)	N/A	N/A	N/A	UNAVAIL.	TBD	Same as above.
Prime Technical Assistance	Not Measured (N/M)	N/M	N/M	N/M	N/M	N/M	Same as above.
HUBZone	Training to small businesses leaving the program (number)	N/A	N/A	N/A	UNAVAIL.	TBD	Same as above.
	Training to newly designated HUBZone communities (number)	N/A	N/A	N/A	UNAVAIL.	TBD	Same as above.
7(j) Program	Face-to-face training	N/A	N/A	5,776	2,107	2,000	Same as above.

a. Include both final and bid bond guaranteed

Performance Statement							
Discontinued Performance Indicators							
Long-Term Objective 2.3							
DISTRICT OFFICES							
SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
SCORE	Clients counseled (number)	N/A	N/A	76,241	34,799	59,681	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.
	Attendees trained (number)	N/A	N/A	51,148	56,559	40,038	Same as above.
SBDC	Clients counseled (number)	N/A	N/A	111,136	93,866	93,866	Same as above.
	Attendees trained (number)	N/A	N/A	203,687	172,034	172,034	Same as above.
WBC	Clients counseled (number)	N/A	N/A	26,652	24,077	18,114	Same as above.
	Attendees trained (number)	N/A	N/A	50,573	72,774	39,068	Same as above.
SBTN	Online users taking online courses (number)	N/A	N/A	N/A	N/A	N/A	Same as above.
	Registered clients taking online courses (number)	N/A	N/A	N/A	N/A	N/A	Same as above.
NAO	Clients trained (number)	N/A	N/A	UNAVAIL.	UNAVAIL.	UNAVAIL.	Same as above.
Microloan Program	COGs assisted	N/A	N/A	UNAVAIL.	1,833	N/A	Same as above.
International Trade	COGs assisted	N/A	N/A	4,542	N/A	4,900	Same as above.
Prime Technical Assistance	COGs assisted	N/M	N/M	N/M	N/M	N/M	Same as above.
7(j)	COGs assisted	N/A	N/A	5,776	2,107	2,000	Same as above.
SCORE	COGs assisted	N/A	N/A	127,389	91,358	99,719	Same as above.
SBDC	COGs assisted	N/A	N/A	314,823	265,900	265,900	Same as above.
WBC	COGs assisted	N/A	N/A	77,225	96,851	57,182	Same as above.
NAO	COGs assisted	N/A	N/A	N/A	UNAVAIL.	UNAVAIL.	Same as above.
Capital Access							
Surety Bonds	Bonds guaranteed (number)	2,105	3,962	2,179	1,461 ^a	3,725	Same as above.

a. Include both final and bid bond guaranteed

Performance Statement Discontinued Performance Indicators

Long-Term Objective 2.3

DISTRICT OFFICES

SBA Programs Performance Measures		FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2005 Goal	Justification
GOVERNMENT CONTRACTING / BUSINESS DEVELOPMENT							
HUBZone	HUBZone small businesses certified annually (number)	2,786	2,338	2,294	UNAVAIL.	2,200	SBA is developing new indicators that reflect better the function of District Offices, as the Agency transforms.
	Program recertification actions (number)	N/A	N/A	N/A	UNAVAIL.	3,500	Same as above.
	Program examinations completed (number)	N/A	N/A	505	593	575	Same as above.
8(a) Program	Small businesses participating at year end (number)	7,000	7,543	7,553	9,458	7,350	Same as above.
	Applications screening (days)	N/A	N/A	15	7	14	Same as above.
	Application processing (days)	N/A	N/A	45	36	45	Same as above.
	Net number of small businesses certified	N/A	N/A	518	779	550	Same as above.
Surety Bonds	COGs assisted	2,105	3,962	2,179	1,461	3,725	Same as above.
HUBZone	COGs assisted	2,786	2,338	2,294	2,960	2,200	Same as above.
8(a) Program	COGs assisted	7,000	7,543	7,553	9,458	7,350	Same as above.